

LEGAL CONSIDERATIONS	If married, have you considered establishing		
Do you have a will?	separate checking accounts?		
Is your emergency data card (DD93) up to date with the correct beneficiary listed?	Have you considered joining a credit union?		
Is the correct beneficiary listed on your SGLI?	BILLS, BILLS, BILLS!		
Do you need to leave power of attorney with	Who will be paying your bills while you are deployed?		
anyone?  Do you need to leave a medical authorization with the person who is taking care of your dependent children?	<ul><li>Are there any once-a-year expenses coming up while you are deployed? Who will pay them for you?</li><li>How will you be making monthly payments to</li></ul>		
	your creditors? Do they all have your correct address?		
FINANCIAL PLANNING	If married, have you decided who will be using		
Do you have a written monthly spending plan or budget for the deployment? (Get a Financial	which credit cards during the deployment?		
Planning Worksheet from your UFS or Family Support Center to get started.)	Do you and your spouse both understand who will be paying which bills?		
Does the budget include amounts for:	If you're renting an apartment, who will be paying the rent for you?		
long distance phone calls	Will you have to pay utility bills while deployed?		
gift/souvenir purchases	Who will pay them for you?		
savings for vacation after the deployment is over	Is your renter's/homeowner's insurance current?		
Does the budget include amounts for possible income changes such as:	Vehicles		
Family Separation Allowance (FSA)	Do you have a safe place to store your vehicle		
rate changes while deployed	and/or someone to take care of it for you?		
reenlistment bonuses or any other special	Are vehicle insurance, tags, and inspection stickers all current?		
payments Do you have a savings plan to help you achieve	Is all routine maintenance, i.e., oil/filter change, etc. current?		
your financial goals?  Have you considered starting an IRA or other long	Have you left the name of a trusted mechanic/ repair garage with your family?		
term investment programs to build wealth?	Have you notified your insurance about your		
Taxes	deployment so they can put the vehicle in an "off-road" status?		
If you plan to do your taxes while deployed, do you have all the records you will need?	EMERGENCY PLANS		
If married, do you or your spouse have a Power of Attorney or Form 2848 signed by both of you?	Do you have at least one month's pay saved in case of financial emergency?		
	Have you considered signing a POA for AFAS for		
BANKING DECISIONS	your spouse?		
Is your pay set up the way you want? (direct	Does your family know your complete, official		
deposit to correct account(s)? Any Allotments or	mailing address and social security number?		
automatic check drafts?)	Does your family know how to use Red Cross in case of an emergency?		
If married, do you <u>both</u> understand clearly how finances are to be handled during deployment?	case of all efficiency?		



MONTHLY INCOME	CURRENT	PROJECTED	REMARKS
Base Pay (O/E - Yrs) <sup>1</sup> Basic Allowance for Housing (BAH) Basic Allowance Subsistence (BAS) Flight Pay <sup>1</sup> Other (FSA, Special Pays, etc. <sup>1</sup> )			<sup>1</sup> Pay entitlements are taxable. Allowance entitlements are non-taxable.
Other <sup>1</sup>			
TOTAL PAY			
Federal Income Tax (FITW) (M/S) Social Security (FICA) Medicare (FICA) Service member's Group Life Insurance/FSGLI State Income Tax (SITW) Other Tricare Dental Advance Pay (Ends) Overpayments (Ends) Thrift Savings Plan (TSP) Allotments  (Ends) (Ends) (Ends) (Ends) (Ends) (Ends) (Ends) (Ends) (Ends)			
TOTAL DEDUCTIONS			
SERVICE MEMBER'S TAKE-HOME PAY Additions Other Take-Home Pay (i.e. Part-time work) Spouse's Take-Home Pay <sup>1</sup> Allotment <sup>2</sup> Other (debt allotments) <sup>3</sup>			<sup>2</sup> Only include this dollar figure if this money is paid to your household. <sup>3</sup> Include with indebtedness on other side.
TOTAL NET MONTHLY INCOME (Box 1)			



# How to Complain Effectively

- See your Unit Financial Specialist for guidance.
- Save all purchase-related paperwork. Include copies of receipts, repair orders, warranties, cancelled checks, contracts, and any letters to or from the company.
- If you have a problem:
  - 1. Contact the business—the salesperson you dealt with or the manager. Clearly and calmly describe the problem and the action you would like them to take. Document response in writing.
  - 2. Contact the company president or a representative of the manufacturer. Use the Sample Complaint Letter. Send it certified mail, return receipt requested.
  - 3. Allow time for the person you contacted to resolve your problem.
  - 4. Contact Consumer Advocates for further assistance. Don't give up until you are satisfied. Use the quick resource list on the reverse side of this page for consumer protection contacts.

# To Remove Name From Solicitation Lists, Write:

Junk Mail: Preference Service

The Direct Marketing Association

P.O. Box 9008

Farmingdale, NY 11735-9008 Online at: www.the-dma.org

Telemarketing: Telephone Preference Service

The Direct Marketing Association

P.O. Box 9014

Farmingdale, NY 11735-9014 Online at: www.the-dma.org

Email: www.e-mps.org

Ask to be put on their "opt out" lists. Credit Bureaus:

Call 1-888-5-OPT OUT

Non-Compliance: Federal Trade Commission

Washington, DC 20580

Keep copies of your letter and all related documents!

#### **SAMPLE COMPLAINT LETTER**

(Your Address) (Your City, State, ZIP) (Date)

(Name of Contact Person, if available)

(Title, if available)

(Consumer Complaint Division, if you have no contact person) (Company Name)

(Street Address) (City, State, ZIP Code)

On (date), I (bought, leased, rented, or had repaired) a (name of the product with serial or model or service performed) at (location, date, Dear (Contact Person):

Unfortunately, your product (or service) has not performed well (or and other important details of the transaction). the service was inadequate) because (state the problem). I am disappointed because (explain the problem: for example, the product does not work properly, the service was not performed correctly, I was billed the wrong amount, something was not disclosed clearly or was

To resolve the problem, I would appreciate (state the specific action you want — money back, charge card credited, repair, exchange, misrepresented, etc.). you want — money back, charge card credited, repair, exchange, etc.). Enclosed are copies (do not send originals) of my records (include receipts, guarantees, warranties, cancelled checks, contracts, model and serial numbers, and any other documents).

I look forward to your reply and a resolution to my problem, and will wait until (set a time limit) before seeking help from a consumer will wall ultil (set a little littlit) before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at (home and/or office number with area codes).

(your name)

of this letter)

(Your Address) (Your City, State, ZIP) (Date)

Mail Preference Service [Telephone Preference Service] Direct Marketing Association PO Box 9008 [PO Box 9014] Farmingdale, NY 11735

I am writing to register with your Mail Preference Service To whom it may Concern:

[Telephone Preference Service].

Please inform your members that I do not want my name sold to any company for the purpose of placing me on a mailing list [telephone calling lists] and sending me advertising mail. Please remove my name permanently.

In addition, I would like my name removed from any and

all existing lists.

NO SOLICITATION SAMPLE LETTER

Sincerely,

(your name)

# **CONSUMER PROTECTION AGENCIES**

Offer consumer advice and guidance; protection against unfair trade practices; processing and investigation of consumer complaints.

#### www.consumer.gov

"Firstgov for consumers", this site is a gateway to other US consumer protection sites

### www.ftc.gov/ftc/consumer.htm

National Consumer Protection Bureau homepage

#### www.consumerworld.org

This is another gateway to numerous financial and consumer sites

#### www.nclnet.org

The National Consumer's League website

#### www.fraud.org

The National Fraud Information Center

### **BETTER BUSINESS BUREAU**

Offers consumer resource services; complaints and investigations.

www.bbb.org

#### **CREDIT REPORTING AGENCIES**

Offer information pertaining to credit history of individuals and businesses.

Experian (formerly TRW)

1-888-397-3742

www.experian.com

Trans Union

1-800-888-4213

www.transunion.com

Equifax Inform

1-800-685-1111

www.equifax.com

#### **INTERNET FRAUD**

www.fraud.org

The National Fraud Information Center

www.bbb.org

The Better Business Bureau

Your Internet Service Provider

## FINANCIAL COUNSELING PROGRAMS

Unit Financial Specialists... check with your unit. Offer free financial management guidance, credit counseling, and consumer education services.

Family Support Centers

Air Force Aid Society

# CONSUMER CREDIT COUNSELING SERVICES

www.nfcc.org

National Foundation for Consumer Credit (Locate the nearest Consumer Credit Counseling office at this website)

www.myvesta.org

National, non-profit debt management counseling via the internet

#### LEGAL SERVICES

Offers no-cost advice and guidance to military personnel and their family members; wills and powers of attorney. Contact the Legal Office at your local installation.

# ARMED FORCES DISCIPLINARY CONTROL BOARD

Where available, they investigate service member complaints and can put businesses off-limits.

## **EMERGENCY FINANCIAL ASSISTANCE**

www.redcross.org

American Red Cross

www.afas.org

Air Force Aid Society

#### **MILITARY CREDIT UNIONS**

Offer only simple interest loans and budget counseling. Call to compare rates and services.

#### AIR FORCE

www.afcrossroads.com

Overall information for Air Force personnel and links related to quality of life issues.